Basic Workplace Competencies

AREA 2: Communicating Effectively

Effective communication is essential to workplaces, communities, and families. Employees with positive communication skills contribute to organizational productivity, enhance interpersonal relationships with coworkers and clients, and create opportunities for promotion and advancement.

Competency - The student will be able to:	Key Indicators
2.1 **Apply basic communication skills**	2.1.1 Guide communication activities using established rules for grammar, word usage, spelling, and sentence construction 2.1.2 Select communication style appropriate to audience and situation 2.1.3 Present messages in a form that assists recipient's understanding (e.g., speak and write clearly and concisely, write legibly) 2.1.4 Locate needed information using communications reference tools (e.g., dictionary, thesaurus, style manual, word division guide) 2.1.5 Interpret oral, written, and nonverbal messages 2.1.6 Follow written and oral instructions 2.1.7 Clarify messages received (e.g., through paraphrasing, questioning) 2.1.8 Communicate basic messages in a language other than English
2.2 **Apply oral communication skills**	2.2.1 Apply basic communication skills in communicating orally 2.2.2 Use nonverbal techniques to reinforce the intended verbal message 2.2.3 Support oral communication with creative attention-getters, analogies, examples, verbal illustrations, etc. 2.2.4 Supplement oral communication with other forms of communication (including graphic, written, artistic 2.2.5 Demonstrate sensitivity to cultural diversity (e.g., accepted variations in distances between speakers, use of eye contact, meaning of gestures; bias-free language) 2.2.6 Adjust delivery according to perceived reception

The student will be able to:	Key Indicators
2.3 **Apply written communication skills**	2.3.1 Apply basic communication skills in communicating in written form 2.3.2 Organize information into the appropriate format in accordance with standard practices (including prewriting, drafting, proofreading, editing/revising, preparing final copy/publishing) 2.3.3 Incorporate creative and original elements (e.g., unique writing style, content, layout) in the written product 2.3.4 Supplement written communication with other forms of communication (including graphic, oral, artistic) 2.3.5 Demonstrate sensitivity to cultural diversity 2.3.6 Use technology (e.g., spelling checkers) to enhance accuracy
2.4 **Apply technical writing skills**	2.4.1 Apply basic communication skills 2.4.2 Consider topic in relation to the audience and purpose 2.4.3 Determine when graphics, charts, and sketches are needed to support and clarify text 2.4.4 Present information in a clear and concise manner
2.5 **Apply listening skills**	2.5.1 Identify major points of the message (including key information, directions, specific details) 2.5.2 Determine real needs or goals by attending to both verbal and nonverbal messages 2.5.3 Differentiate between facts, opinions, and feelings 2.5.4 Document message using standard note-taking techniques 2.5.5 Overcome communication barriers 2.5.6 Clarify communication by rephrasing statements, asking questions, showing empathy, and interpreting both verbal and nonverbal information

The student will be able to:	Key Indicators
2.6 **Apply demonstration/ presentation skills**	2.6.8 Present the results of an investigation 2.6.9 Demonstrate the operation of equipment or facilities and/or given techniques and procedures 2.6.10 Communicate possible problems, processes, and solutions 2.6.11 Demonstrate knowledge of the topic(s) to be communicated 2.6.12 Use self-expression appropriate to the situation (including grooming, adjustment of behavior, expression of feelings and ideas) 2.6.13 Convey information to audience according to accepted business communication practices 2.6.14 Adjust communication according to audience feedback
2.7 **Apply graphic communication skills**	2.7.1 Apply basic communication skills in communicating through graphics 2.7.2 Ensure that all information is accurate and complete 2.7.3 Specify graphics needed to support presentations 2.7.4 Communicate information using graphics in, print, poster, or transparency form 2.7.5 Communicate information using slides prepared with presentation software 2.7.6 Incorporate creative and original elements into graphics 2.7.7 Employ effective design techniques in development of graphics (including space, lines, shading, shaping, symbols) 2.7.8 Demonstrate cultural diversity
2.8 **Apply artistic communication skills**	2.8.1 Apply basic communication skills in communicating artistically 2.8.2 Participate in a wide variety of experiences that expose self to an appreciation of the arts disciplines-dance, music, theater, and the visual arts 2.8.3 Analyze exemplary works through the relationship between artistic practices, products, and perspectives 2.8.4 Interpret historical and modern artifacts 2.8.5 Demonstrate artistic and creative techniques of production and performance 2.8.6 Create an original artifact or performance that demonstrates an understanding of history and culture

The student will be able to:	Key Indicators
2.9 **Convey information through multimedia presentations**	2.9.1 Organize content based on purpose and audience 2.9.2 Evaluate which set of procedures, tools, or equipment will produce the desired results 2.9.3 Produce a presentation, including designing, creating, importing data and graphics, editing, formatting, and sequencing 2.9.4 Operate multimedia equipment 2.9.5 Apply problem-solving techniques to resolve problems encountered in the process of designing and implementing multimedia presentations
2.10 **Create graphs and charts**	2.10.1 Access sources of needed information 2.10.2 Select data for inclusion 2.10.3 Convert data into chosen graphical format 2.10.4 Ensure that the results are correctly represented (including font, scale, size) 2.10.5 Draw conclusions from information presented in graphs and charts
2.11 **Build interpersonal relationships**	2.11.1 Demonstrate knowledge of the components of effective communication 2.11.2 Relate to people of different ages, abilities, genders, cultures, and behavior styles 2.11.3 Demonstrate caring, empathy, and appreciation for others 2.11.4 Communicate personal feelings, needs, and ideas constructively 2.11.5 Demonstrate effective listening skills 2.11.6 Manage conflict and stress